

Product Performance Optimization

OVERVIEW

FireEye Product Performance Optimization helps customers optimize the effectiveness of their FireEye investment and maintain a robust, 24x7 FireEye security infrastructure.

Product Performance Optimization helps customers validate their FireEye detection, prevention, response and analysis capabilities and offers recommendations for improvement. FireEye Product Performance Optimization also evaluates the performance of your FireEye platform technologies and suggests possible improvements based on new architectures, hardening, technologies, policies and processes. The service also ensures that your systems meet supported

regulatory standards. It is available in two levels of engagement:

- **Basic Product Performance Optimization** is for customers with 10 or fewer FireEye appliances
- **Enterprise Product Performance Optimization** is for customers with multiple technology components and more than 10 FireEye appliances.

FireEye professionals close every Product Performance Optimization engagement with a report that provides the results of the assessment, including detailed findings and recommendations.

HIGHLIGHTS

- **Maximize Performance:** Optimize your FireEye deployment, deploy best practices and realize the full value of your FireEye systems
- **Inspection Health Checks:** Ensure that systems stay current and meet regulatory standards
- **Best-In-Class Services:** Leverage industry experts who have extensive experience in large engagements and are focused on best practices

DEPLOYMENT AND INTEGRATION

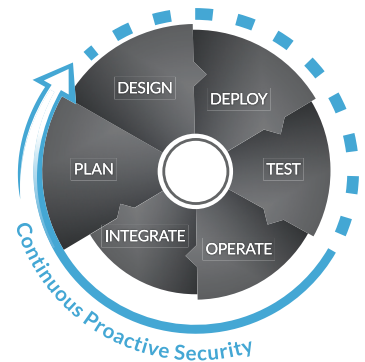


Table 1. Engagement levels.

	Basic	Enterprise
Includes Network, Email and Endpoint Security technology	Yes Up to 10 appliances (only 1 FireEye Endpoint Security ecosystem)	Yes 10+ appliances
Duration (consecutive days)	Up to 3	Up to 5
Location	Remote only	Onsite or remote
Recommended frequency	Quarterly or biannually	Quarterly or biannually
Detection and placement inspection	Yes	Yes
Response inspection	Yes	Yes
Prevention measure inspection	Yes	Yes
Analysis skill inspection	Yes	Yes
Knowledge transfer	Up to 2 staff	5 to 7 staff

In all FireEye Product Performance Optimization engagements, FireEye consultants assess your FireEye technology investments and evaluate the deployment of FireEye technology into your security infrastructure.

During a FireEye Product Performance Optimization, FireEye professionals:

- Interview FireEye administrators to identify and discuss issues or concerns
- Gather system information and statistics from deployed FireEye systems
- Review the architecture of the FireEye solution and evaluate the placement of FireEye appliances within the network, including the appliances' operating modes (BCC, span/tap, inline, etc.)
- Review FireEye equipment to identify opportunities for security hardening
- Review FireEye appliance functionality and ability to capture and process network traffic:
 - Review CPU load levels
 - Evaluate work order statistics for processed, pre-empted and dropped work orders
 - Analyze TCP, HTTP and SMTP traffic statistics
 - Verify that FireEye Network Security appliances are capturing complete HTTP traffic flows
- Review FireEye appliance health:
 - Evaluate the health of network interface cards
 - Check hard drive status and available capacity
 - Verify licensing, update status and configuration settings for automated updates, including content updates, guest images and system updates
 - Verify connectivity between FireEye appliances and to the FireEye DTI servers
 - Ensure that alerts are properly passed to the FireEye Central Management from other FireEye appliances
- Review alert prioritization and containment workflow processes
- Conduct a core analysis of malware and alerts processes
- Evaluate configuration settings for best practices, including alerting, reporting, time synchronization and dynamic analysis
- Review FireEye appliance backup processes
- Review FireEye appliance performance and fault monitoring
- Provide recommendations for improving the FireEye implementation, configuration settings, integration and operating and maintenance procedures

For more information on FireEye, visit:
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